

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. I was charged and then sent to collections by Verizon for signing a contract that I did not understand! I believe I was fraudulently encouraged to sign this contract by the salesperson. I bought a phone, and was sold a year contract. I NEVER even used the phone because my minor child lost the phone immediately after purchase. I already had a contract that had expired. I contacted VERIZON and was told I could not get out of the contract. I explained that their records showed I never made calls on this phone number.\

I now have a high bill \$600+ dollars, which I will NOT pay as I did not use the service. My credit is even worse than before, but I refuse to pay for something I never bought by choice and never used to be billed for.

The
cell phone companies apparently have full power to do this to many. Please help.

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,
Therese Valdez-Thomas